# Canon

**Exif Print**

**Photo Printer**

# PIXMA iP1800 series
# Quick Start Guide

QT50919V01

# Getting Help from Canon

## Help Us Help You Better
### Before you contact Canon, please record the following information.

Serial Number (located on the inside of the product):_____

Model Number (located on the top of the product): _____

Setup CD-ROM number (located on the CD-ROM):_____

Purchase Date: _____

## Customer Technical Support Sequence*

### 1. Internet — www.canontechsupport.com
For quick and comprehensive self-help in an intuitively guided interactive troubleshooting environment, the place to start is our helpful tech support web site. In addition, the latest driver downloads, answers to frequently asked questions, product information, and "where to buy" instructions are found here.

### 2. Email Tech Support — www.canontechsupport.com
For individual attention to a special issue, try emailing our friendly technical support representatives, specially trained to communicate quick, easy, and logical solutions to your inquiries within 24 hours.

### 3. Toll-Free Live Tech Support — (1-800-828-4040)
This option provides live telephone technical support, free of service charges, Monday-Saturday (excluding holidays), during your product's 1 year limited warranty period. Telephone Device for the Deaf (TDD) support is available at **(1-866-251-3752)**.

### 4. Extended Service and Support — www.canonesp.com
Canon CarePAK Extended Service Plan is a cost-attractive and easy-to-use extended service program that provides up to three full years of service and support coverage at a very attractive price. CarePAK offers toll-free Canon technical support and includes Canon's superb InstantExchange product replacement program. For further information about extending your Canon service and support, call **(1-800-385-2155)**, or visit our Web site at **www.canonesp.com**. CarePAK must be purchased during your product's warranty period.

For more information and updated program specifics, please visit our web site at **www.canontechsupport.com**.

* Support program specifics are subject to change without notice.

**Canon**

# PIXMA iP1800 series

**Photo Printer**

**Quick Start Guide**

Canon PIXMA iP1800 series Photo Printer Quick Start Guide.

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Canon U.S.A., Inc. has reviewed this manual thoroughly in order that it will be an easy-to-use guide to your Canon PIXMA iP1800 series Photo Printer. All statements, technical information and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representation or warranties concerning the products described.

Specifications are subject to change without notice.

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Lake Success, NY 11042

# Table of Contents

# Before Printing

## Turning the Printer On and Off

Turn on the printer before printing.

### ■ Turning on the Printer

Before turning on the printer, confirm the following.

- The FINE Cartridges are installed properly.
- The printer is connected to your computer (or a compatible device).
- The printer driver is installed.

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📖 **Note**

If preparatory operations above are not complete, follow the *Easy Setup Instructions* to complete them.
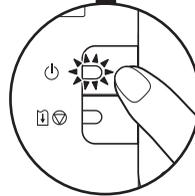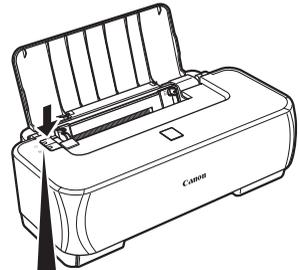
---

**1** Press the **POWER** button.

The **POWER** lamp flashes and then remains lit green.

---

🚫 **Important**

If the **ALARM** lamp begins to flash orange, see "ALARM Lamp Flashes Orange" on page 50.

---

**2** Turn on your computer.

## ■ Turning off the Printer

**1** To turn off the printer, press the **POWER** button.

When the **POWER** lamp stops flashing, the printer is turned off.

### ◆ Important

**About the Power Plug**
When removing the power plug after turing off the printer, be sure to confirm that the **POWER** lamp is not lit. If the power plug is removed from the wall outlet with the **POWER** lamp still lit or flashing green, the printer may become unable to print.
See "Keeping the Best Printing Results" on page 36.
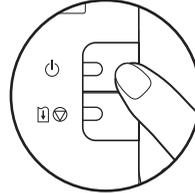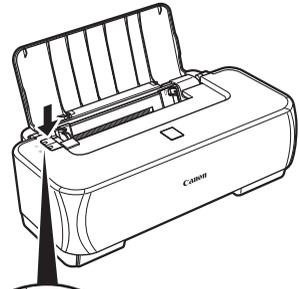
# Loading Printing Paper

This section describes how to load printing paper in the Auto Sheet Feeder.

## ■ Using Specialty Media

Canon recommends that you use Canon genuine media to ensure optimal print quality.

### ● Photo Quality Media

- ● Glossy Photo Paper
- ● Matte Photo Paper
- ● Photo Paper Plus Double Sided
- ● Photo Paper Plus Glossy
- ● Photo Paper Plus Semi-gloss
- ● Photo Paper Pro
- ● Photo Stickers

### ● Media Suited for Business Documents

- ● High Resolution Paper

## ■ Paper Handling

## ● Recommended Paper and Requirements

| Media Type | Model[*1] | Paper Support Load Limit | Paper Thickness Lever[*6] | Printer Driver Setting for Media Type |
|---|---|---|---|---|
| Plain Paper | — | 100 sheets (A4, Letter) | Left | **Plain Paper** |
| Envelopes | — | 10 envelopes (European DL, US Comm. Env. #10) | Right | **Envelope** |
| High Resolution Paper | HR-101N | 80 sheets (A4, Letter) | Left | **High Resolution Paper** |
| Super White Paper | SW-201 | 80 sheets (A4, Letter) | Left | **Plain Paper** |
| Glossy Photo Paper[*3] | GP-401 | 10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm, Credit card) | Left | **Glossy Photo Paper** |
| Glossy Photo Paper "Everyday Use"[*3] | GP-501 | 10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm) | Left | **Glossy Photo Paper** |
| Matte Photo Paper | MP-101 | 10 sheets (A4, Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm) | Left | **Matte Photo Paper** |
| Photo Paper Glossy | GP-502 | 10 sheets (Letter), 20 sheets (4" x 6" / 101.6 x 152.4 mm) | Left | **Glossy Photo Paper** |
| Photo Paper Plus Glossy[*3] | PP-101 | 10 sheets (A4, Letter, 5" x 7" / 127.0 x 177.8 mm), 20 sheets (4" x 6" / 101.6 x 152.4 mm) | Left | **Photo Paper Plus Glossy** |
| Photo Paper Plus Double Sided[*5] | PP-101D | 1 sheet (A4, Letter, 5" x 7" / 127.0 x 177.8 mm) | Left | **Photo Paper Plus Double Sided** |
| Photo Paper Plus Semi-gloss[*3] | SG-101, SG-201 | 10 sheets (A4, Letter), 10 sheets (8" x 10" / 203.2 x 254.0 mm)[*2], 20 sheets (4" x 6" / 101.6 x 152.4 mm) | Left | **Photo Paper Plus Glossy** |
| Photo Paper Pro[*3] | PR-101 | 10 sheets (A4, Letter, 8" x 10" / 203.2 x 254.0 mm), 20 sheets (4" x 6" / 101.6 x 152.4 mm, Wide) | Left | **Photo Paper Pro** |
| Photo Stickers[*4] | PS-101 | 1 sheet | Left | **Photo Paper Plus Glossy** |
| T-Shirt Transfers | TR-301 | 1 sheet | Right | **T-Shirt Transfers** |

Paper with a Model Number is Canon specialty media.

You may not be able to purchase some Canon genuine papers depending on your country.

*1   Paper is not sold in the US by Model Number. Purchase paper by name.

*2   SG-201 only

*3 When loading paper in stacks, the print side may be marked as it is fed in or sheets may be stuck to one another causing them not to be fed properly. In this case, load one sheet at a time.

*4 You can specify the print setting easily by using the Easy-Photo Print provided with the *Setup CD-ROM*.

*5 This paper cannot be used in Macintosh®.

*6 If the corners or edges of the paper are smudged, try to print with the Paper Thickness Lever set to the right. It may improve print quality.
Reset the Paper Thickness Lever to the left when you finish printing.
For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

### 📖 Note

For a detailed description of printing media types, refer to "Printing Media" in the *User's Guide* on-screen manual.

## ● Media Types You Cannot Use

Do not use the following types of paper. Using such paper will not only produce unsatisfactory results, but can also cause the printer to jam or malfunction. Additionally, when printing on A5 or smaller sized paper, do not use paper thinner than a post card, including plain paper or notepad paper cut to a small size.

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 64 gsm / 17 lb)
- Paper that is too thick (plain paper, except for Canon genuine paper, weighing more than 105 gsm / 28 lb)
- Picture postcards
- Postcards affixed with photos or stickers
- Envelopes with double flaps
- Envelopes with sticker flaps
- Envelopes with an embossed or treated surface
- Envelopes with pressure seals
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with adhesives
- Paper decorated with glitter, etc.

## ■ Loading Paper

### 🚫 Important
- When performing duplex printing, pay great attention to the dust and stain on the area (desk, etc.) where the printed paper is ejected. Printing with dust and stain remaining on this area can have a bad effect on the printing result and printer.
- If you cut plain paper to 4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm, or 2.13" x 3.39" / 54.0 x 86.0 mm (credit card-size) for a trial print, it can cause paper jams.
- You cannot print on postcards affixed with photos or stickers.
- Always load paper in portrait orientation (A). Loading paper in landscape orientation (B) can cause the paper to be jammed.
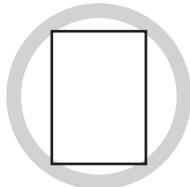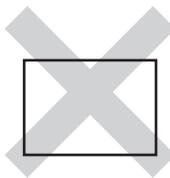


(A)                    (B)

### 📖 Note
- For details on the specialty media Canon provides for use with its various printers, refer to "Compatible Media Types" in the *User's Guide* on-screen manual.

**When Printing on Plain Paper**
- You can use general copy paper or Canon's Super White Paper. When printing on both sides, we recommend Canon's Super White Paper Double-Sided.
  Paper size:
  – Standard sizes: A4, B5, A5, Letter, and Legal
  – Non-standard sizes: 2.13" x 3.39" to 8.5" x 23" / 54.0 x 86.0 mm to 215.9 x 584.2 mm
  Paper weight: 17 to 28 lb / 64 to 105 gsm
- You can load approximately up to 100 sheets of plain paper (17 lb / 64 gsm). However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to around half.
- Remove each sheet as soon as paper is ejected. If the Paper Output Slot is stacked with printed sheets, it may interfere with the printer's ejecting process.

**When Printing on 5" x 7", 4" x 6", or 2.13" x 3.39" (Credit Card-sized) paper**
- You can load up to 20 sheets of 4" x 6" or 2.13" x 3.39" (credit card-sized) paper and 10 sheets of 5" x 7" paper.
- We recommend using genuine Canon photo media when printing photographs.
  Refer to "Compatible Media Types" in the *User's Guide* on-screen manual.

**1** Flatten the four corners of the paper before loading it.
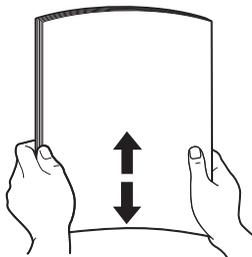


### 📖 Note
- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the opposing curled corners and gently bend them in the opposite direction until the paper becomes completely flat. See "Paper is curled." on page 46.
- To avoid curling, handle paper as follows.
  - Put unused paper back into the package and keep them on a level surface.
  - Take out only the necessary number of sheets from the package, just before printing.

**2** Prepare to load paper.

**(1)** Open the Paper Support.

**(2)** Adjust the position of the Paper Thickness Lever.
Set it to the right when printing on envelopes or T-shirt transfers, and left when printing on any other type of paper. See "Paper Handling" on page 5.
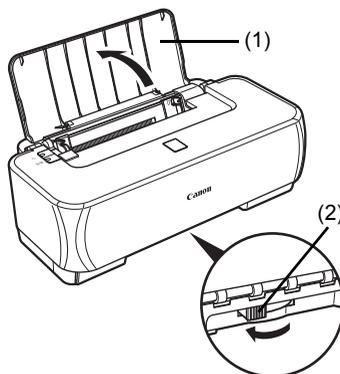


### 📖 Note
If the corners or edges of the paper are smudged, try to print with the Paper Thickness Lever set to the right. It may improve print quality.
Reset the Paper Thickness Lever to the left when you finish printing.
For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**3** Load the paper.

**(1)** Load the paper in the Auto Sheet Feeder with the print side facing UP.

**(2)** Align the paper stack against the right side of the Auto Sheet Feeder.

**(3)** Pinch the Paper Guide and slide it against the left side of the paper stack.
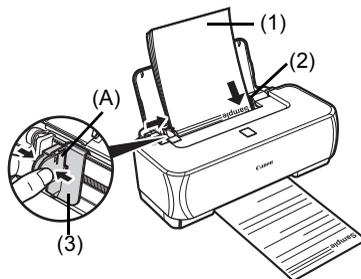


\* Do not load higher than the Load Limit Mark (A).

## ■ Loading Envelopes

Use either European DL or US Comm. Env. #10-sized envelope.
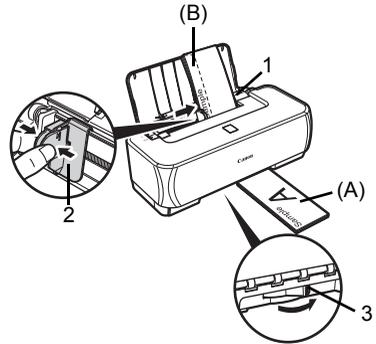
**1** Load the envelopes against the right side of the Auto Sheet Feeder.

Load with the address side facing UP and the rear flaps DOWN on the left.

Up to 10 envelopes can be loaded at once.

**2** Pinch the Paper Guide and slide it against the left side of the envelope.

**3** Set the Paper Thickness Lever to the right.

### 📖 Note

Reset the Paper Thickness Lever to the left when you finish printing. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

(A) Printing orientation
(B) Make sure the flaps are folded.

**4** Specify the settings in the printer driver.

**(1)** Select **Envelope** in **Media Type**.

**(2)** Select the size for envelopes.
In Windows®, select **DL Env.** or **Comm. Env. #10** in **Page Size**.
In Macintosh, select **DL Envelope** or **#10 Envelope** in **Paper Size**.

**(3)** Select **Landscape** in **Orientation**.

### ❗ Important

Be sure to set the printer driver setting properly. If you do not, the address will be printed in the wrong direction.

### 📖 Note

For details on printer driver settings, see "Printing with Windows" on page 10 or "Printing with Macintosh" on page 12.

# Printing from Your Computer

This section describes the procedure for basic printing. When printing photographs, you can also use Easy-PhotoPrint to easily specify print settings. Easy-PhotoPrint is provided on the *Setup CD-ROM*. For details on using Easy-PhotoPrint, refer to the *Photo Application Guide* on-screen manual.

## Printing with Windows

### 📖 Note

Depending on your application program, operations may differ. For details, refer to the instruction manual of your application.
The steps described in this section are for printing in Windows XP SP2.

**1** Turn on the printer and load the paper in the printer.

See "Loading Printing Paper" on page 4.

**2** Create a document or open a file to print using an appropriate application software.

**3** Open the printer properties dialog box.

    **(1)** Select **Print** on the application software's **File** menu.
        The **Print** dialog box opens.

    **(2)** Make sure that **Canon iP1800 series** is selected in **Select Printer**.
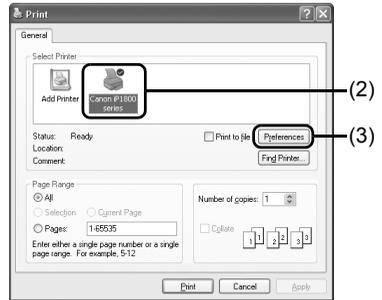
#### 📖 Note

If a different printer is selected, click **Canon iP1800 series**.

    **(3)** Click **Preferences** (or **Properties**).
        The **Main** sheet of the **Printing Preferences** dialog box appears.

**4** Specify the required settings.

    **(1)** Select the desired media type in **Media Type**.

    **(2)** Set **Print Quality** and **Color/Intensity** as needed.

#### 📖 Note

For details on print quality settings, refer to the *Printer Driver Guide* on-screen manual.

    **(3)** Click **OK**.
        The **Print** dialog box is displayed.

**📖 Note**

- To confirm the paper size, click the **Page Setup** tab. If the setting does not match the document's paper size you set in the application software, you need to set the paper size to the same size, or otherwise use **Scaled Printing** or **Fit-to-Page Printing**. For details, refer to the *Printer Driver Guide* on-screen manual.
- For details on the printer driver functions, click **Help** or **Instructions** to view the online help or the *Printer Driver Guide* on-screen manual. The **Instructions** button is displayed on the **Main** and **Maintenance** sheets when the on-screen manuals are installed on your computer.
- To display the preview and confirm how your document will look when printed, select the **Preview before printing** check box. Some application software may not have a preview function.
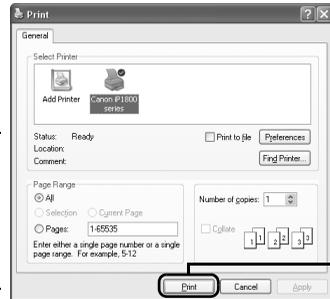
**5** Print the document.

**(1)** Click **Print** (or **OK**).
Printing begins. Do not open the Front Cover while printing.

**📖 Note**

To cancel a print job in progress, press the **RESUME/CANCEL** button on the printer or click **Cancel Printing** on the **Canon IJ Status Monitor**. To display the **Canon IJ Status Monitor**, click **Canon iP1800 series** on the taskbar.



(1)

# Printing with Macintosh

📖 **Note**

Depending on your application program, operations may differ. For details, refer to the instruction manual of your application.
The steps described in this section are for printing in Mac® OS X v.10.4.x.

**1** Turn on the printer and load the paper in the printer.

See "Loading Printing Paper" on page 4.

**2** Create a document or open a file to print using an appropriate application software.

**3** Select **Paper Size**.

**(1)** Select **Page Setup** on the application software's **File** menu.
The **Page Setup** dialog box opens.

**(2)** Make sure that **iP1800 series** is selected in **Format for**.

**(3)** Select the desired paper size in **Paper Size**.

**(4)** Click **OK**.
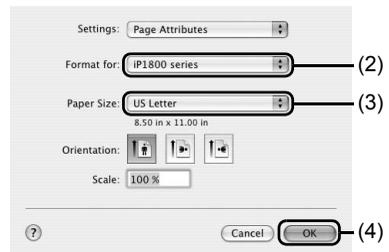
**4** Specify the required settings.

**(1)** Select **Print** on the application software's **File** menu.
The **Print** dialog box opens.

**(2)** Select **Quality & Media** in the pop-up menu.

**(3)** Select the desired media type in **Media Type**.

**(4)** Select the print mode appropriate to your document in **Print Mode**.
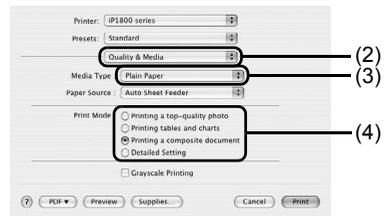
📖 **Note**

● When you select the print mode appropriate to your document in **Print Mode**, the document will be printed in color and at a print quality suited to the characteristics of the **Media Type** you have selected.
   – **Printing a top-quality photo**: Select when printing documents consisting mainly of photographs and graphics featuring fine color gradation.
   – **Printing tables and charts**: Select when printing documents consisting mainly of graphs and graphics (illustrations) with strong color definition.
   – **Printing a composite document**: Select when printing documents consisting mainly of text.
   – **Detailed Setting**: Select to fine-tune the **Print Quality** and **Halftoning** settings.
● For details on the printer driver functions, click ? on the **Quality & Media**, **Color Options**, **Special Effects**, **Borderless Printing**, or **Margin** sheet to view the *Printer Driver Guide* on-screen manual. If the on-screen manuals are not installed, the *Printer Driver Guide* on-screen manual is not displayed even if ? is clicked.
● To display the preview and confirm how your document will look when printed, click **Preview**. Some application software may not have a preview function.

**5** Print the document.

**(1)** Click **Print**.
Printing begins. Do not open the Front Cover while printing.

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**📖 Note**

Click the printer icon in the Dock to display the list of print jobs in progress. If you are using Mac OS X v.10.2.8, click the printer icon in the Dock to start up the **Print Center** and double-click the name of your printer in the **Printer List**.
To cancel a print job in progress, select the desired document in the **Name** list and click **Delete**. To temporarily stop a job in progress, click **Hold**. To stop all the jobs in the list, click **Stop Jobs**.

---

# Routine Maintenance

## When Printing Becomes Faint or Colors Are Incorrect

When printing becomes faint or colors are incorrect, the print head nozzles on FINE Cartridges are probably clogged. Print the nozzle check pattern to confirm the condition of the nozzles and then perform Print Head Cleaning.

If print results are not satisfactory, performing Print Head Alignment may improve print quality.

### 📖 Note

**Before performing maintenance**
● Make sure that the orange protective tape is removed from the bottom of a FINE Cartridge.
● If the **ALARM** lamp is flashing orange, see "ALARM Lamp Flashes Orange" on page 50.
● Increase the **Print Quality** setting in the printer driver settings.
  See "Print Results Not Satisfactory" on page 44.

---

**Step 1**

See "Printing the Nozzle Check Pattern" on page 15.

If lines are missing or if white streaks appear

After cleaning the Print Head, print and examine the nozzle check pattern.

**Step 2**

See "Print Head Cleaning" on page 19.

If the problem is not resolved after performing Print Head Cleaning twice

**Step 3**

See "Print Head Deep Cleaning" on page 21.

If the problem is not resolved after performing Print Head Deep Cleaning twice

**Step 4**

See "Replacing a FINE Cartridge" on page 26.
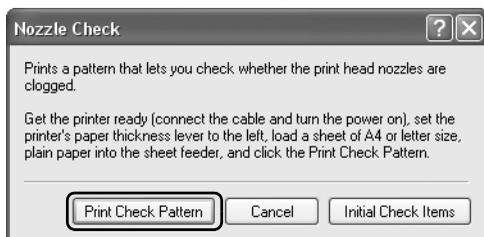
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### 📖 Note

If the straight line is misaligned or the Print Head position is misaligned, align the Print Head position. See "Aligning the Print Head" on page 23.

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# Printing the Nozzle Check Pattern

Print the nozzle check pattern to determine whether the ink ejects properly from the print head nozzles.

**1** Make sure that the printer is on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**2** Open the printer properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**3** Print the nozzle check pattern.

**(1)** Click the **Maintenance** tab.

**(2)** Click **Nozzle Check**.

**(3)** Confirm the displayed message and click **Print Check Pattern**.



The nozzle check pattern is printed. Do not open the Front Cover while printing.

### 📖 Note

Clicking **Initial Check Items** displays the items to be checked before printing the pattern.

**4** Examine the pattern and take the appropriate action.

See "Examining the Nozzle Check Pattern" on page 17.

**1** Make sure that the printer is on, load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**2** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**3** Print the nozzle check pattern.

**(1)** Select **Test Print** in the pop-up menu.

**(2)** Click **Nozzle Check**.

**(3)** Confirm the displayed message and click **Print Check Pattern**.



The nozzle check pattern is printed. Do not open the Front Cover while printing.

---

**📖 Note**

Clicking **Initial Check Items** displays the items to be checked before printing the pattern.
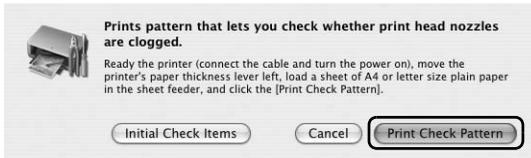
---

**4** Examine the pattern and take the appropriate action.

See "Examining the Nozzle Check Pattern" on page 17.

# Examining the Nozzle Check Pattern

Examine the nozzle check pattern output by the printer, and clean the Print Head if necessary.

### 📖 Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the FINE Cartridge if the remaining amount of ink is insufficient.
See "Replacing a FINE Cartridge" on page 26.

**1** Confirm the printed nozzle check pattern.
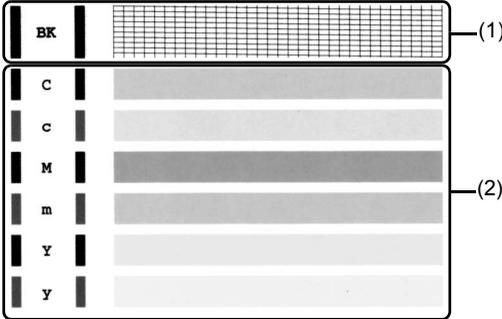


**(1)** If lines of this pattern are missing, the print head nozzle needs cleaning.
Example: When lines are missing (Black ink)
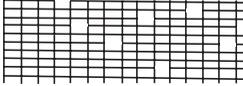


**(2)** If these patterns have white streaks, the print head nozzle needs cleaning.
Example: When white streaks appear (Color ink)
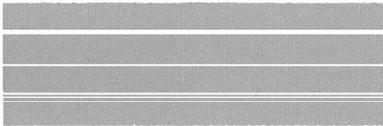
**2** When cleaning is necessary, click **Cleaning** on the **Pattern Check** dialog box.
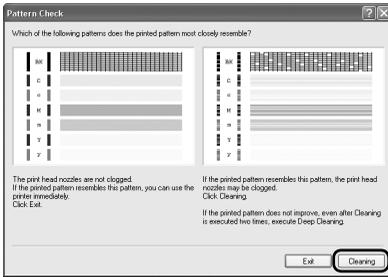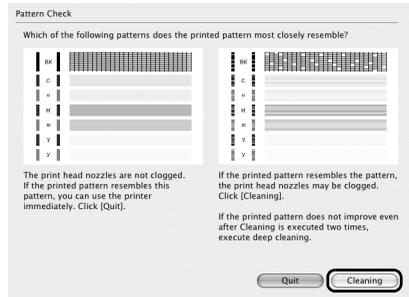


To proceed to cleaning of the Print Head, go to step 3-(3) of the Windows or Macintosh Print Head Cleaning procedure, depending on your platform. See "Print Head Cleaning" on page 19.

If no lines of the group (1) pattern are missing and the group (2) patterns have no white streaks, click **Exit** (Windows) or **Quit** (Macintosh) to exit nozzle check pattern examination.

# Print Head Cleaning

Clean the Print Head if lines are missing or if white streaks appear in the printed nozzle check pattern. Cleaning unclogs the nozzles and restores the print head condition. Note that cleaning the Print Head causes used ink to be absorbed in the ink absorber. Cleaning the Print Head consumes ink, so perform Print Head Cleaning only when necessary.

## Windows

If you click **Cleaning** on the **Pattern Check** dialog box that is displayed after printing the nozzle check pattern, Print Head Cleaning starts. Go to step 3-(3).

**1** Make sure that the printer is on.

**2** Open the printer properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**3** Start **Print Head Cleaning**.

**(1)** Click the **Maintenance** tab.

**(2)** Click **Cleaning**.
Print Head Cleaning starts when the **POWER** lamp starts flashing green.

Do not perform any other operations until Print Head Cleaning finishes. This takes about 60 seconds.

**(3)** Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder and set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**(4)** Confirm the displayed message and click **Print Check Pattern**.
The nozzle check pattern is printed.

Do not perform any other operations until the nozzle check pattern finishes printing.

> **📖 Note**
> The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the FINE Cartridge if the remaining amount of ink is insufficient. See "Replacing a FINE Cartridge" on page 26.

**4** Check the print head condition with the printed nozzle check pattern, and take appropriate action.

See "Examining the Nozzle Check Pattern" on page 17.

> **📖 Note**
> If the problem is not resolved after performing steps 3 and 4 twice, try Print Head Deep Cleaning. See "Print Head Deep Cleaning" on page 21.

## Macintosh

If you click **Cleaning** on the **Pattern Check** dialog box that is displayed after printing the nozzle check pattern, the dialog box shown in of step 3-(3) in the following procedure will appear.

**1** Make sure that the printer is on.

**2** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**3** Start **Print Head Cleaning**.

**(1)** Make sure that **Cleaning** is selected in the pop-up menu.

**(2)** Click **Cleaning**.

**(3)** Confirm the displayed message and click **OK**.
Print Head Cleaning starts when the **POWER** lamp starts flashing green.

Do not perform any other operations until Print Head Cleaning finishes. This takes about 60 seconds.

> **Cleans clogged print head nozzles.**
> Cleaning consumes ink.
>
> ( Initial Check Items )  ( Cancel ) ( **OK** ) ——(3)

---

📖 **Note**

Clicking **Initial Check Items** displays the items to be checked before cleaning.

---

**(4)** Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder and set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**(5)** Confirm the displayed message and click **Print Check Pattern**.
The nozzle check pattern is printed.

Do not perform any other operations until the nozzle check pattern finishes printing.

---

📖 **Note**

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the FINE Cartridge if the remaining amount of ink is insufficient. See "Replacing a FINE Cartridge" on page 26.

---

**4** Check the print head condition with the printed nozzle check pattern, and take appropriate action.

See "Examining the Nozzle Check Pattern" on page 17.

---

📖 **Note**

If the problem is not resolved after performing steps 3 and 4 twice, try Print Head Deep Cleaning. See "Print Head Deep Cleaning" on page 21.

---

# Print Head Deep Cleaning

If print quality does not improve by standard Print Head Cleaning, try Print Head Deep Cleaning, which is a more powerful process. Note that cleaning the Print Head causes used ink to be absorbed in the ink absorber. Print Head Deep Cleaning consumes more ink than standard Print Head Cleaning, so perform this procedure only when necessary.

**Windows**

**1** Make sure that the printer is on.

**2** Open the printer properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**3** Start **Print Head Deep Cleaning**.

**(1)** Click the **Maintenance** tab.

**(2)** Click **Deep Cleaning**.

**(3)** Confirm the displayed message and click **Execute**.

### 📖 Note

Clicking **Initial Check Items** displays the items to be checked before deep cleaning.
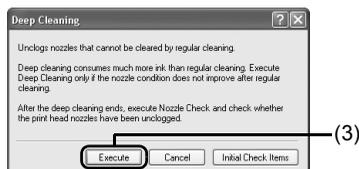


(3)

**(4)** Confirm the displayed message and click **OK**.
Print Head Deep Cleaning starts when the **POWER** lamp starts flashing green.

Do not perform any other operations until Print Head Deep Cleaning finishes. This takes about one to two minutes.

**4** Check the condition of the Print Head.

**(1)** Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder and set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**(2)** Print the nozzle check pattern to check the print head condition.
See "Printing the Nozzle Check Pattern" on page 15.

**(3)** If the print head nozzles are still not clean, perform Print Head Deep Cleaning again.

**(4)** If this does not solve the problem, a FINE Cartridge may have run out of ink. Replace it with a new one. See "Replacing a FINE Cartridge" on page 26.

**Macintosh**

**1** Make sure that the printer is on.

**2** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**3** Start Print Head Deep Cleaning.

**(1)** Make sure that **Cleaning** is selected in the pop-up menu.

**(2)** Click **Deep Cleaning**.

**(3)** Confirm the displayed message and click **OK**.
Print Head Deep Cleaning starts when the
**POWER** lamp starts flashing green.

Do not perform any other operations until Print
Head Deep Cleaning finishes. This takes about
one to two minutes.



**Unclogs nozzles that cannot be cleared by regular cleaning.**

Deep cleaning consumes much more ink than regular cleaning. Execute deep cleaning only if the nozzle condition does not improve after regular cleaning.

After the deep cleaning ends, execute Nozzle Check and check whether the print head nozzles have been unclogged.

( Initial Check Items )     ( Cancel )   ( OK )———(3)

---

**Note**

Clicking **Initial Check Items** displays the items to be checked before deep cleaning.

---

**4** Check the condition of the Print Head.

**(1)** Load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder and set the
Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to
"Front View" in "Main Components" of the *User's Guide* on-screen manual.

**(2)** Print the nozzle check pattern to check the print head condition.
See "Printing the Nozzle Check Pattern" on page 15.

**(3)** If the print head nozzles are still not clean, perform Print Head Deep Cleaning again.

**(4)** If this does not solve the problem, a FINE Cartridge may have run out of ink. Replace it
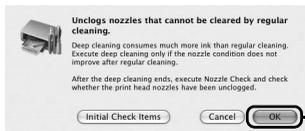with a new one. See "Replacing a FINE Cartridge" on page 26.

# Aligning the Print Head

If ruled lines are printed misaligned or print results are otherwise unsatisfactory, adjust the print head position.

**Windows**

**1** Make sure that the printer is on, and then load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**2** Open the printer properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**3** Click the **Maintenance** tab and then **Print Head Alignment**.

**4** Confirm the displayed message and click **OK**.

The print head alignment pattern is printed.

> **Important**
> Do not open the Front Cover while printing.
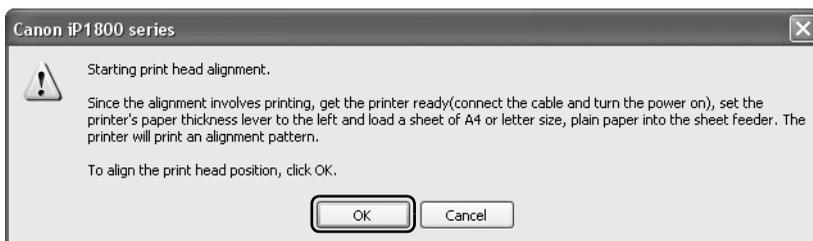


**5** After the pattern is printed, click **Yes**.
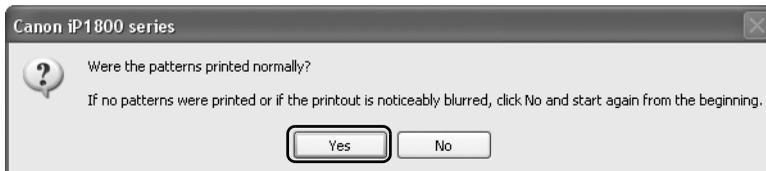
**6** Look at the printout. From the patterns, select the most even, least irregular patterns for each column and enter their numbers. Click **OK**.



**Note**

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable white streaks.

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(C) Less noticeable horizontal white streaks

(D) More noticeable horizontal white streaks



(A)                    (B)

(C)                    (D)

**7** When the confirmation message is displayed, click **OK**.

**Note**

When you turn off the printer, be sure to press the **POWER** button on the printer. Otherwise, the settings made here will not be saved.
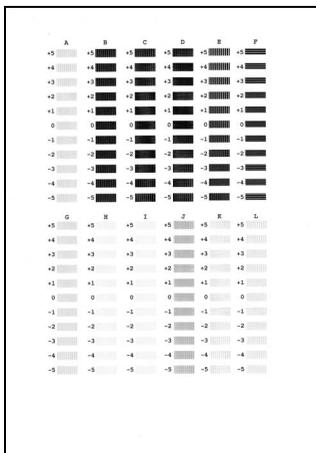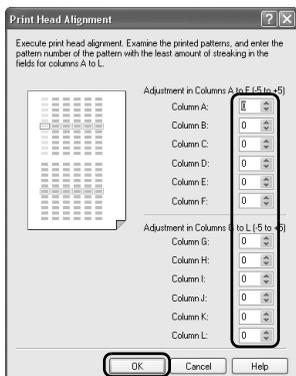
**Macintosh**

**1** Make sure that the printer is on, and then load a sheet of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**2** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**3** Select **Test Print** in the pop-up menu.

**4** Click **Print Head Alignment**.

**5** Confirm the displayed message and click **OK**.

The print head alignment pattern is printed.

> ⛔ **Important**
>
> Do not open the Front Cover while printing.
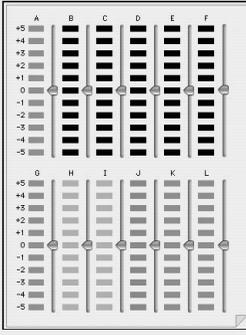
**Starting print head alignment.**

Since the alignment involves printing, get the printer ready (connect the cable and turn the power on), move the printer's paper thickness lever to the left, and load a sheet of A4 or letter size, plain paper into the sheet feeder. The printer will print an alignment pattern.

To align the print head position, click [OK].

( Cancel ) ( OK )

**6** Look at the printout. From the patterns, select the most even, least irregular patterns for each column and enter their numbers. Click **Send**.

Print Head Alignment

Execute head alignment. Examine the printed patterns, and enter the pattern number of the pattern with the least amount of streaking in the fields for columns A to L.

Adjustment in Columns A to F (–5 to +5)

Column A : 0
Column B : 0
Column C : 0
Column D : 0
Column E : 0
Column F : 0

Adjustment in Columns G to L (–5 to +5)

Column G : 0
Column H : 0
Column I : 0
Column J : 0
Column K : 0
Column L : 0
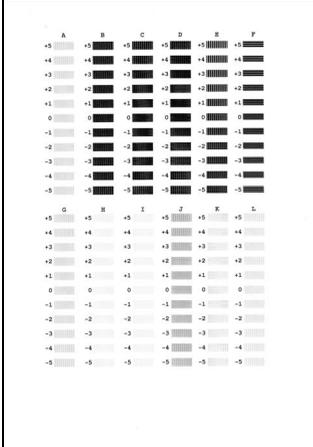
( Cancel ) ( Send )

> 📖 **Note**
>
> If it is difficult to pick the best pattern, pick the setting that produces the least noticeable white streaks.

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(C) Less noticeable horizontal white streaks

(D) More noticeable horizontal white streaks

(A)　　　　(B)

(C)　　　　(D)
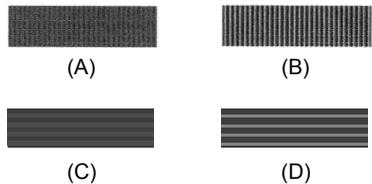
> 📖 **Note**
>
> When you turn off the printer, be sure to press the **POWER** button on the printer. Otherwise, the settings made here will not be saved.

# Replacing a FINE Cartridge

If there is no improvement with the quality of printing following such maintenance as Print Head Cleaning, a FINE Cartridge is probably empty. When ink runs out, replace the FINE Cartridge. The printer will not print properly if the wrong type of FINE Cartridge is used, or if it is installed in the incorrect position.

For information on available FINE Cartridges, see the back cover of this guide.

### ■ Getting the Ink Level Information

The printer considers as ink is full when new FINE Cartridge is installed, and then starts counting a remaining level of ink. Even if new FINE Cartridges are not installed, the function for detecting the remaining ink will work. However, with such cartridges, the detection may not be correct. Refer to the ink level information for those only as a guide.

**Windows**

Open the **Canon IJ Status Monitor** to check the ink level information.

**(1)** Open the printer properties dialog box.
Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**(2)** Click **View Printer Status** on the **Maintenance** sheet.
The following message is displayed.
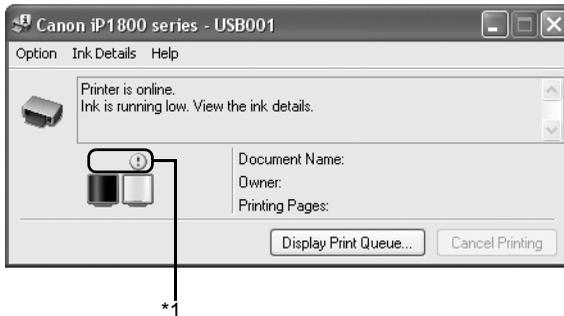


*1

*1 Confirm whether any symbols are displayed here.

**Ink is low**:

The "!" symbol appears above a FINE Cartridge with low ink. Prepare a new replacement FINE Cartridge.

**Ink is out**:

The "x" symbol appears above a FINE Cartridge that has run out of ink. Replace the FINE Cartridge with a new one immediately.

**Ink may have run out**:

The "?" symbol appears above a FINE Cartridge that may have run out of ink. Replace the FINE Cartridge with a new one.

* To confirm the FINE Cartridge information, click the **Ink Details** menu.

* You can also display the **Canon IJ Status Monitor** by clicking the **Canon IJ Status Monitor** icon which appears on the taskbar during printing.

Open the **Canon IJ Printer Utility** to check the ink level information.

**(1)** Open the **Canon IJ Printer Utility**.
Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.
The **Canon IJ Printer Utility** is displayed.

**(2)** Select **Ink Level Information** in the pop-up menu.
The following dialog box is displayed.
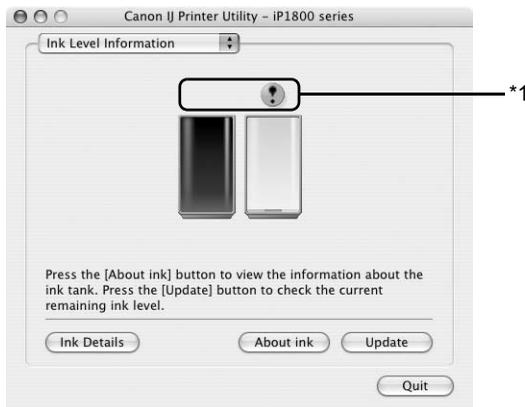


*1 Confirm whether any symbols are displayed here.

**Ink is low**:

The "!" symbol appears above a FINE Cartridge with low ink. Prepare a new replacement FINE Cartridge.

**Ink is out**:

The "x" symbol appears above a FINE Cartridge that has run out of ink. Replace the FINE Cartridge with a new one immediately.

**Ink may have run out**:

The "?" symbol appears above a FINE Cartridge that may have run out of ink. Replace the FINE Cartridge with a new one.

* To confirm the FINE Cartridge information, click **Ink Details**.

■ **Knowing When to Replace FINE Cartridge**

When ink has run out or may have run out in a FINE Cartridge while printing, one of the following messages is displayed on your computer. Confirm the empty cartridge and replace it with a new one. After replacing the cartridge, close the Front Cover to resume printing.

**If the "!" icon is displayed above an ink cartridge**

● Ink is running low. Prepare a new ink cartridge.

● The resulting print quality may not be satisfactory, if printing is continued under this condition.



*1
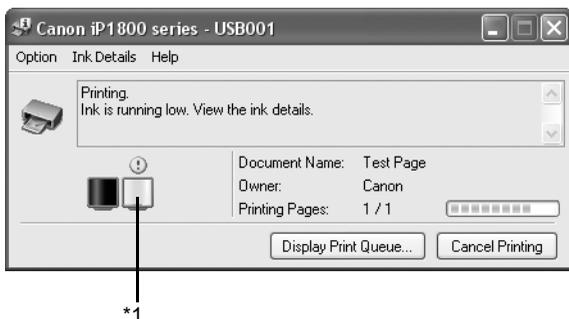
*1 FINE Cartridge with low ink

**If the ALARM lamp flashes orange four times**

● Ink has run out. Replace the ink cartridge and close the cover.

● Click **Cancel Printing** to cancel printing. Replace the ink cartridge with a new one.

● If printing is in progress and you want to continue printing, press the RESUME button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition.

● The function for detecting the remaining ink level will be disabled. Replace the empty ink cartridge immediately after the printing. The resulting print quality is not satisfactory, if printing is continued under the ink out condition.



*1

*1 FINE Cartridge with no ink

**If the ALARM lamp flashes orange sixteen times**

● Ink may have run out.

● The function for detecting the remaining ink level will be disabled since the ink level cannot be correctly detected.

● Click **Cancel Printing** to cancel printing. Replace the ink cartridge with a new one.
If you want to continue printing without this function, press the RESUME button for at least 5 seconds.

- Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities.
- Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition.



*1

*1 FINE Cartridge that may have run out of ink

**M**acintosh

### 📖 Note

You can confirm the ink level with selecting **Ink Level Information** from the pop-up menu on the **Canon IJ Printer Utility** dialog box. If the "!" icon is displayed above an ink cartridge, ink is running low. Prepare a new ink cartridge. The resulting print quality may not be satisfactory, if printing is continued under this condition.
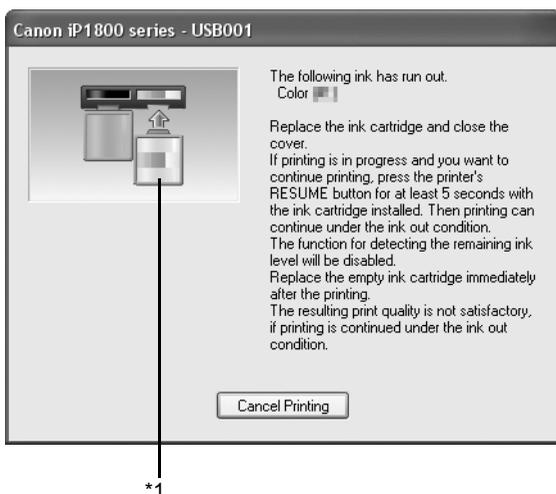
**If the ALARM lamp flashes orange four times**

- Ink has run out. Replace the ink cartridge and close the cover.
- Click **Delete Job** to cancel the current printing job. Click **Stop Job** to stop the current printing job. Click **Stop All Jobs** to stop all printing jobs. Replace the ink cartridge with a new one.
- If printing is in progress and you want to continue printing, press the RESUME button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition.

- The function for detecting the remaining ink level will be disabled.
Replace the empty ink cartridge immediately after the printing. The resulting print quality is not satisfactory, if printing is continued under the ink out condition.
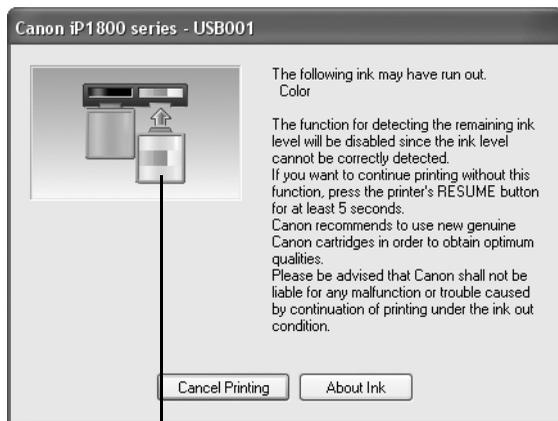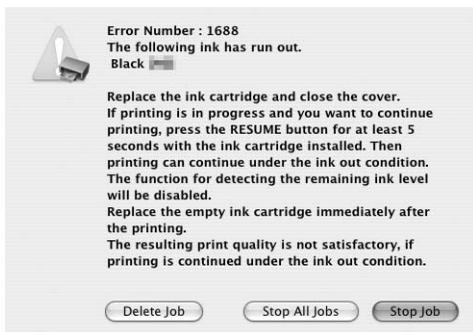


**If the ALARM lamp flashes orange sixteen times**

- Ink may have run out.
- Click **Delete Job** to cancel the current printing job. Click **Stop Job** to stop the current printing job. Click **Stop All Jobs** to stop all printing jobs. Replace the ink cartridge with a new one.
- The function for detecting the remaining ink level will be disabled since the ink level cannot be correctly detected.
If you want to continue printing without this function, press the RESUME button for at least 5 seconds.
- Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities.
- Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition.
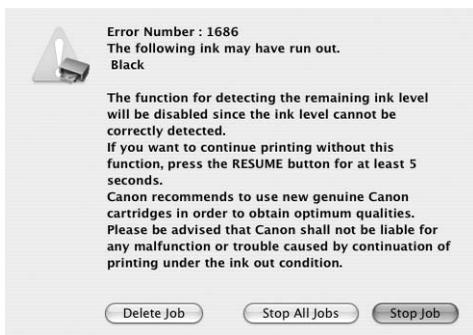
**📖 Note**

**Setting of FINE Cartridges**
If a FINE Cartridge runs out of ink, you can print with either Color or Black FINE Cartridge only for a while. However the same printing quality cannot be expected comparing to printing with both cartridges. You should perform the following settings without removing the empty cartridge. If the FINE Cartridge is removed, an error occurs. You cannot print regardless of the **Ink Cartridge Settings**.
Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities.
The **Black Only** setting can be used when you select **Plain Paper** in **Media Type**. In this case the **Borderless Printing** setting cannot be enabled.
If you select **Color Only** or **Black Only** when the cartridge runs out of ink, remember to return the **Ink Cartridge Settings** to **Both Black and Color** after replacing with new one.

**W**indows

**1** Open the Printer Properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**2** Click the **Maintenance** tab and then **Ink Cartridge Settings**.

**3** Select **Color Only** when the cartridge runs out of Black ink, or select **Black Only** when the cartridge runs out of Color ink, and then click **OK**.

**M**acintosh

**1** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**2** Make sure that **Ink Cartridge Settings** is selected in the pop-up menu.

**3** Select **Color Only** when the cartridge runs out of Black ink, or select **Black Only** when the cartridge runs out of Color ink, and then click **Apply**.

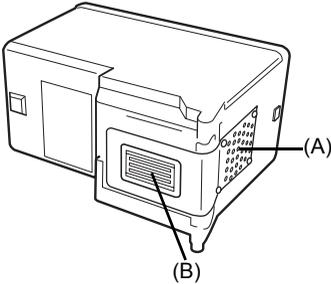**4** Confirm the message, then click **OK**.

## ■ Replacing FINE Cartridges

When FINE Cartridges run out of ink, replace them using the following steps.

---

### 🚫 Important

**Handling FINE Cartridges**

● Once the protective tape is removed, do not touch the electrical contacts or Print Head Nozzles on a FINE Cartridge. The printer may not print out properly if you touch it.



(A) Electrical Contacts

(B) Print Head Nozzles

● To maintain optimal printing quality, we recommend the use of specified Canon brand FINE Cartridges.
Refilling ink is not recommended.
● Once you remove a FINE Cartridge, replace it immediately. Do not leave the printer with FINE Cartridges removed.
● Replace empty cartridges with new ones. If you insert FINE Cartridges that has been removed once, the printer may not print out properly due to some reasons such as clogging of the nozzles. Furthermore, with such cartridges, the Low Ink Warning may not be displayed properly.
● Once a FINE Cartridge has been installed, do not remove it from the printer and leave it out in the open. This will cause the FINE Cartridge to dry out, and the printer may not operate properly when it is reinstalled. To maintain optimal printing quality, use a FINE Cartridge within six months of first use.
● Color ink may be consumed even when printing a black-and-white document or when black-and-white printing is specified.
Color ink is also consumed in Print Head Cleaning and Print Head Deep Cleaning, which may be necessary to maintain the printer's performance. When a FINE Cartridge is out of ink, replace it immediately with a new one.
● When a FINE Cartridge runs out of ink, you can continue printing with either Black or Color ink only by changing **Ink Cartridge Settings**. For details, see "Setting of FINE Cartridges" on page 31.
Even when printing with one ink only, print with leaving the empty FINE Cartridge installed. If either of the Color FINE Cartridge or Black FINE Cartridge is not installed, the printer does not print.

---

**1** Make sure that the printer is on, and then open the Front Cover.

The FINE Cartridge Holder moves to the left.

---

### ⚠ Caution
- Do not hold the FINE Cartridge Holder to stop or move it.
- Do not touch the metallic parts inside the printer.

### 🚫 Important
If the Front Cover is left open for more than 10 minutes, the FINE Cartridge Holder moves to the right. Close and reopen the Front Cover to return the holder to the left.

---
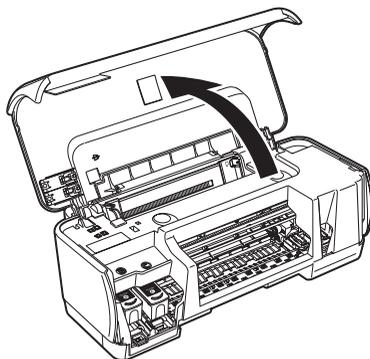
**2** Remove the empty FINE Cartridge.

**(1)** Push down the FINE Cartridge.

(1)
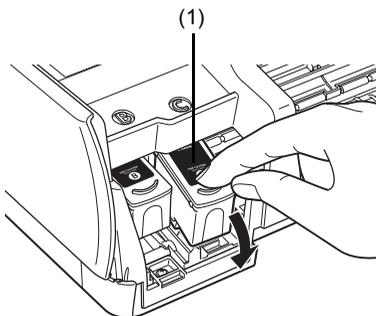
**(2)** Remove the FINE Cartridge.

### 🚫 Important
- Handle FINE Cartridges carefully to avoid staining your clothes or surrounding work area.
- Discard empty FINE Cartridges according to the local laws and regulations regarding disposal of consumables.

(2)
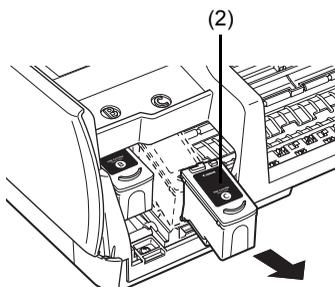
**3** Prepare the replacement cartridge.

**(1)** Unpack a new FINE Cartridge and remove the orange protective tape (A) gently.

### ⬛ **Important**

- Handle FINE Cartridges carefully to avoid staining your clothes or surrounding work area.
- Do not re-attach the protective tape once you have removed it. Discard it according to the local laws and regulations regarding disposal of consumables.
- Once the protective tape is removed, do not touch the electrical contacts or Print Head Nozzles on a FINE Cartridge. The printer may not print out properly if you touch it.
- Be careful not to stain your clothes and hands with ink on the removed protective tape.
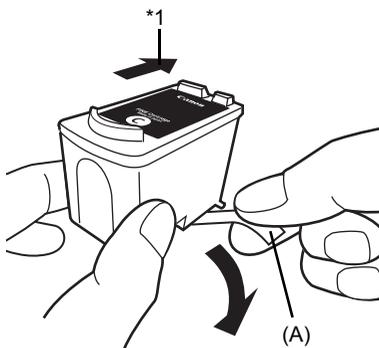
*1 To the FINE Cartridge Holder

**4** Install the FINE Cartridge.

**(1)** Insert a new FINE Cartridge all the way into the appropriate slot.
The Black FINE Cartridge should be installed into the left slot (Ⓑ) and the Color FINE Cartridge should be into the right slot (Ⓒ).
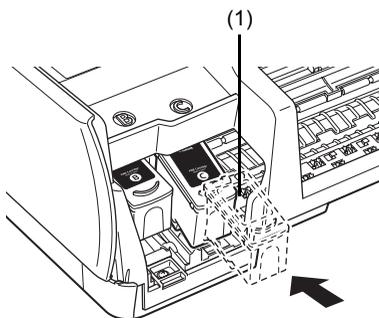
**(2)** Push up the FINE Cartridge until it clicks into place.

### ⬛ **Important**

The printer cannot be used unless both the FINE Cartridges are installed.
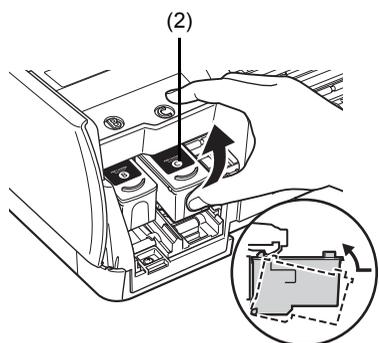
**5** Close the Front Cover.

---

📖 **Note**
- If the **ALARM** lamp still flashes orange after the Front Cover is closed, see "ALARM Lamp Flashes Orange" on page 50.
- When you start printing after replacing the FINE Cartridge, Print Head Cleaning is performed automatically. Do not perform any other operations until Print Head Cleaning finishes. The **POWER** lamp flashes green during cleaning.
- If the straight line is misaligned or the Print Head position is misaligned, align the Print Head position. See "Aligning the Print Head" on page 23.

---

# Keeping the Best Printing Results

To avoid drying of the Print Head and clogging of the nozzles, note the following.

### 📖 Note
● If the printed area is traced with a highlight pen or paint-stick or stained with water or sweat, ink may blur depending on the paper.
● If the print head nozzles get clogged, printouts will become faint or particular colors will not be printed properly. For details, see "When Printing Becomes Faint or Colors Are Incorrect" on page 14.

## ■ When You Turn Off the Printer

Follow the procedure below to turn off the printer.

**(1)** Press the **POWER** button to turn off the printer.

**(2)** Confirm that the **POWER** lamp has gone out.
This takes a few seconds or as long as around 20 seconds.

**(3)** Unplug the power cord from the wall outlet.
If you are using a power outlet strip, you can switch it off instead.

When you press the **POWER** button to turn off the printer, the printer automatically puts a protective cap on the Print Head to prevent the ink from drying. If you remove the power cord or switch off the power outlet strip before the **POWER** lamp goes out, this capping will not be done properly, causing the Print Head to dry and clog.

## ■ When You Are Not Using the Printer for a Long Time

When you are not using the printer for a long time, print in both black & white and in color, or perform Print Head Cleaning, about once a month to prevent degradation of the Print Head.

Numerous nozzles are installed in the Print Head for high-precision printing. Just as the uncapped tip of a ballpoint pen or marker becomes dry and unusable if it is not used for a long period of time, the print head nozzles become blocked by dried ink. Periodically printing or cleaning the Print Head can prevent this blockage.

# Cleaning Your Printer

■ **Cleaning the Paper Feed Rollers (Roller Cleaning)**

Clean the paper feed rollers if paper is not fed properly. Cleaning the Paper Feed Roller of the Auto Sheet Feeder consumes it, so perform this only when necessary.

**Windows**

**1** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.

**2** Open the Printer Properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**3** Click the **Maintenance** tab and then **Roller Cleaning**.

**4** Confirm the message, and then click **OK**.

The Paper Feed Rollers will rotate as they clean.

**5** When the message appears, load three or more sheets of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**6** Confirm the displayed message and click **OK**.

The paper that is loaded in the printer will feed through the printer and be ejected.

**7** When the confirmation message is displayed, click **OK**.

If this procedure does not solve the problem, clean the surface of the roller with applying a slightly moisten cotton swab with water to wipe off dust or stain. If the problem still persists, contact a Canon service representative.

**Macintosh**

**1** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.

**2** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**3** Make sure that **Cleaning** is selected in the pop-up menu.

**4** Click **Roller Cleaning**.

**5** Confirm the displayed message and click **OK**.

The Paper Feed Rollers will rotate as they clean.

**6** When the message appears, load three or more sheets of A4 or Letter-sized plain paper in the Auto Sheet Feeder.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.

**7** Confirm the message, and then click **OK**.

The paper that is loaded in the printer will feed through the printer and be ejected.

If this procedure does not solve the problem, clean the surface of the roller with applying a slightly moisten cotton swab with water to wipe off dust or stain. If the problem still persists, contact a Canon service representative.

### ■ Cleaning the Inside of the Printer

If the printed paper is smudged, the inside of the printer may be dirty.

To always get best quality printing result, periodical cleaning of the inside of the printer is recommended.

You can clean this part in two ways:

● See "Cleaning the Bottom Plate (Bottom Plate Cleaning)" on page 38.
● See "Cleaning the Protrusions Inside the Printer" on page 40.

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#### 🚫 Important

When using Photo Paper Plus Double Sided PP-101D, be sure to clean the inside of the printer before printing.

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### ● Cleaning the Bottom Plate (Bottom Plate Cleaning)

This section describes how to clean the inside of the printer. If the inside of the printer becomes dirty, printed paper may get dirty, so we recommend performing cleaning regularly.

**Windows**

**1** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.

**2** Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold the paper.

**3** Load this and only this sheet of paper in the Auto Sheet Feeder with the open side to the front.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.
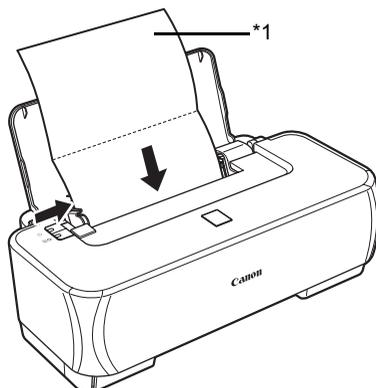


*1 Load the paper after unfolding it.

**4** Open the printer properties dialog box.

Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

**5** Click the **Maintenance** tab, and then **Bottom Plate Cleaning**.

**6** When the confirmation message is displayed, click **Execute**.

The paper cleans the inside of the printer as it feeds through the printer.

If the ejected paper is smudged, perform the Bottom Plate Cleaning again.

If the problem is not resolved after performing the Bottom Plate Cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See "Cleaning the Protrusions Inside the Printer" on page 40.

**Macintosh**

**1** Make sure that the printer is turned on, and then remove any paper from the Auto Sheet Feeder.

**2** Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold the paper.

**3** Load this and only this sheet of paper in the Auto Sheet Feeder with the open side to the front.

Set the Paper Thickness Lever to the left. For details on the Paper Thickness Lever, refer to "Front View" in "Main Components" of the *User's Guide* on-screen manual.
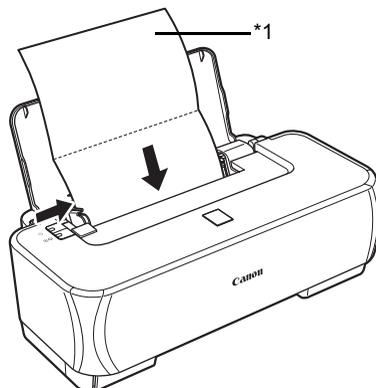


*1 Load the paper after unfolding it.

**4** Open the **Canon IJ Printer Utility** dialog box.

Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

**5** Make sure that **Cleaning** is selected in the pop-up menu.

**6** Click **Bottom Plate Cleaning**.

**7** When the confirmation message is displayed, click **Execute**.

The paper cleans the inside of the printer as it feeds through the printer.

If the ejected paper is smudged, perform the Bottom Plate Cleaning again.

If the problem is not resolved after performing the Bottom Plate Cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See "Cleaning the Protrusions Inside the Printer" on page 40.

● **Cleaning the Protrusions Inside the Printer**

If protrusions inside the printer are stained, wipe off any ink from the protrusions using a cotton swab or the like.

### ❌ **Important**

Before cleaning the inner parts, be sure to turn the printer off.
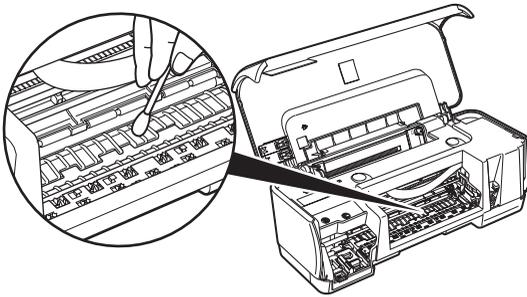
# Troubleshooting

This section describes troubleshooting tips for problems you may encounter when using the printer.

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### 📖 Note

If you cannot find appropriate tips for your problem, refer to the on-screen manuals.

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- "Cannot Install the Printer Driver" on page 42
- "The USB Connection Does Not Work Properly" on page 43
  - **Windows** "The Printer Is Not Recognized Properly" on page 43
  - **Macintosh** "The Printer Is Not Recognized Properly" on page 43
- "Print Results Not Satisfactory" on page 44
  - "Cannot Print to End of Job" on page 44
  - "Part of the Page Is Not Printed" on page 44
  - "Ink Does Not Come Out/Printing Does Not Start/Printing Is Blurred/Colors Are Wrong/Straight Lines Are Misaligned" on page 44
  - "Printed Paper Curls or Has Ink Blots" on page 45
  - "Printed Surface Is Scratched/Paper Is Smudged" on page 46
- "Printing Does Not Start" on page 47
- "Paper Does Not Feed Properly" on page 48
- "Paper Jams" on page 49
- "ALARM Lamp Flashes Orange" on page 50
- "Error Message Appears on the Screen" on page 51
  - **Windows** "Writing Error/Output Error/Communication Error" on page 51
  - **Macintosh** "Error No.: 300 Is Displayed" on page 52
  - **Macintosh** "Error No.: 1700/1710 Is Displayed" on page 52

## Windows

**If an Error Occurs When the Printer Is Connected to a Computer**

When an error occurs in printing such as the printer is out of paper or paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

The message may vary depending on the version of your Windows operating system.
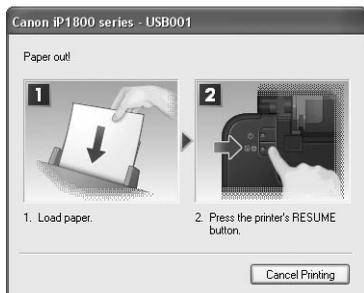
# Cannot Install the Printer Driver

| Cause | Action |
|---|---|
| **Windows** <br><br> Unable to proceed beyond the Printer Connection screen. | If you were unable to proceed beyond the **Printer Connection** screen, follow the procedure below to reinstall the printer driver. <br><br>  <br><br> **(1)** Click **Cancel** on the **Printer Connection** screen. <br> **(2)** Click **Start Over** on the **Installation Failure** screen. <br> **(3)** Click **Back** on the screen that appears next. <br> **(4)** Click **Exit** on the **PIXMA iP1800 series**, then remove the CD-ROM. <br> **(5)** Turn the printer off. <br> **(6)** Restart your computer. <br> **(7)** Make sure you have no application software running, including anti-virus software. <br> **(8)** Follow the procedure described in the *Easy Setup Instructions* to reinstall the printer driver. |
| Installation does not start automatically when the *Setup CD-ROM* is inserted into your computer's disc drive. | **Windows** <br><br> Click **Start** > **My Computer** > double-click the CD-ROM icon 🖴. <br> In non-XP Windows, double-click the **My Computer** icon on the desktop and then double-click the CD-ROM icon 🖴. <br><br> **📖 Note** <br> To use the Run command to start the setup program, specify your disc drive and then the name of the setup program, Msetup4.exe. The drive letter of the disc drive depends on your computer. <br><br> **Macintosh** <br><br> Double-click the CD-ROM icon on your desktop to start installation. <br><br> If the CD-ROM icon is not displayed, restart your computer. <br> If the CD-ROM icon is still not displayed, try different disks and see if they are displayed. If other disks are displayed, there is a problem with the *Setup CD-ROM*. Contact a Canon service representative. |

| Cause | Action |
|---|---|
| The *Setup CD-ROM* is defective. | **Windows**<br><br>Click **Start** > **My Computer**, and confirm that CD-ROM icon is visible.<br><br>In non-XP Windows, double-click the **My Computer** icon on the desktop and confirm that the CD-ROM icon is visible in the window.<br><br>**Macintosh**<br><br>Confirm that the CD-ROM icon is displayed when you insert the CD-ROM.<br><br>If the CD-ROM icon is not displayed, restart your computer.<br><br>If the CD-ROM icon is still not displayed, try different disks and see if they are displayed. If other disks are displayed, there is a problem with the *Setup CD-ROM*. Contact a Canon service representative. |
| Installation procedure not followed correctly. | Follow the procedure described in the *Easy Setup Instructions* for proper installation.<br><br>If the printer driver was not installed correctly, uninstall the driver, restart your computer, and then reinstall the driver. Refer to the *Printer Driver Guide* on-screen manual.<br><br>**Windows**<br><br>📖 **Note**<br>If the installer was forced to be terminated due to a Windows error, the system may be in an unstable condition and you may not be able to install the driver. Restart your computer before reinstalling. |

# The USB Connection Does Not Work Properly

**Windows**

## ■ The Printer Is Not Recognized Properly

| Cause | Action |
|---|---|
| USB hub is used. | Connect the printer directly to the computer's USB port without going through the hub. |
| USB expansion card is not installed correctly. | Read the manual supplied with the USB expansion card and reinstall the card. |
| USB driver is not installed correctly. | The computer does not recognize the printer properly. Reinstall the USB driver using the latest version of the driver. |

**Macintosh**

## ■ The Printer Is Not Recognized Properly

| Cause | Action |
|---|---|
| USB hub is used. | Connect the printer directly to the computer's USB port without going through the hub. |

# Print Results Not Satisfactory

## ■ Cannot Print to End of Job

| Cause | Action |
|---|---|
| **Windows**<br>Size of the print data is extremely large (Windows XP/Windows 2000 only). | In Windows XP and Windows 2000, click **Print Options** on the **Page Setup** sheet. Then, select the **Reduce spool data size** check box in the displayed dialog.<br>Selecting **Reduce spool data size** may reduce the print quality. |

## ■ Part of the Page Is Not Printed

| Cause | Action |
|---|---|
| **Page Size**/**Paper Size** setting in the printer driver does not match the actual size of the paper loaded in the printer. | If the page size setting, set in the application software you are printing from or in the printer driver, does not match the actual size of the printing paper, part of the page may not be printed.<br>Check the page size setting in your application. Then, check **Page Size** on the **Page Setup** sheet in the printer properties dialog box of the printer driver (Windows) or **Paper Size** on the **Page Setup** dialog box of the printer driver (Macintosh). |

## ■ Ink Does Not Come Out/Printing Does Not Start/Printing Is Blurred/ Colors Are Wrong/Straight Lines Are Misaligned

| Cause | Action |
|---|---|
| FINE Cartridge is not installed properly / There is no ink left. | Remove the FINE Cartridge, then reinstall it.<br>Small dusts may be stuck between the contact points. In this case, the print result may be improved by reinstalling the FINE Cartridge.<br><br>Also, check that the protective tape (A) is removed.<br> |
| **Media Type** setting in the printer driver does not match the actual type of paper. | Make sure that the **Media Type** set in the **Main** sheet of the printer driver (Windows) or the **Quality & Media** in the pop-up menu of the **Print** dialog box (Macintosh) matches the type of the loaded printing paper. |

| Cause | Action |
|---|---|
| Print Head nozzles are clogged. | Print the nozzle check pattern to check for uneven ink output.<br><br>● **If the nozzle check pattern does not print out properly**<br><br>Clean the Print Head and then print the nozzle check pattern to check that ink is ejecting properly.<br><br>● **If the problem is not resolved after performing Print Head Cleaning twice**<br><br>Perform Print Head Deep Cleaning.<br><br>If the problem is not resolved after performing Print Head Deep Cleaning, perform Print Head Deep Cleaning again.<br><br>● **If the problem is still not resolved after performing Print Head Deep Cleaning twice**<br><br>A FINE Cartridge may have run out of ink. Replace it with a new one.<br><br>For details on how to print the nozzle check pattern, how to clean the Print Head, and how to perform Print Head Deep Cleaning, see "When Printing Becomes Faint or Colors Are Incorrect" on page 14. |
| The media is loaded with the wrong side facing upwards. | Many types of paper are made to be printed on only a particular side of the paper.<br><br>Printing on the wrong side may cause unclear prints or prints with reduced quality.<br><br>Refer to the instruction manuals supplied with the paper. |
| Print Head is misaligned. | If you did not align the Print Head after installation, straight lines may be printed misaligned. If ruled lines are printed misaligned or print results are otherwise unsatisfactory, see "Aligning the Print Head" on page 23 and perform Print Head Alignment. |
| Print quality is not set appropriately. | Set the **Print Quality** setting to **High** in Windows or **Fine** in Macintosh.<br><br>**Windows**<br><br>**(1)** Open the printer properties dialog box.<br><br>Refer to "Opening the Printer Properties Dialog Box from Your Application Program" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.<br><br>**(2)** On the **Main** sheet, click **High** for the **Print Quality** setting.<br><br>**Macintosh**<br><br>**(1)** Open the **Print** dialog box.<br><br>Refer to "Opening the Print Dialog Box" in "Opening the Page Setup and Print Dialog Box (Macintosh)" of the *User's Guide* on-screen manual.<br><br>**(2)** Select **Quality & Media** in the pop-up menu and then click **Detailed Setting**.<br><br>**(3)** Drag the slide bar to set **Print Quality** to **Fine**.<br><br>**📖 Note**<br><br>Depending on the type of paper, you may not be able to set **Print Quality** to **High** (Windows) or **Fine** (Macintosh). |

## ■ Printed Paper Curls or Has Ink Blots

| Cause | Action |
|---|---|
| Paper is too thin. | When printing data with high color saturation such as photographs or images in deep color, we recommend using Photo Paper Pro or other Canon specialty paper. Refer to "General Information" in the *User's Guide* on-screen manual. |
| **Media Type** setting in the printer driver does not match the actual type of paper. | Make sure that the **Media Type** set in the **Main** sheet of the printer driver (Windows) or the **Quality & Media** in the pop-up menu of the **Print** dialog box (Macintosh) matches the type of the loaded printing paper. |

# ■ Printed Surface Is Scratched/Paper Is Smudged

| Cause | Action |
|---|---|
| Paper Feed Roller is dirty. | You may need to clean the Paper Feed Rollers of the Auto Sheet Feeder. <br> Cleaning the Paper Feed Roller of the Auto Sheet Feeder consumes it, so perform this procedure only when necessary. <br> For details on cleaning the Paper Feed Roller, see "Cleaning the Paper Feed Rollers (Roller Cleaning)" on page 37. |
| Inside of the printer is dirty. | When performing duplex printing, if the inside of the printer is stained with excess ink, printed paper may become smudged. <br> See "Cleaning the Inside of the Printer" on page 38 to clean the inside of the printer. |
| Printing on inappropriate type of paper. | ● Check to see if the paper you are printing on is not too thick or curled. See "Media Types You Cannot Use" on page 6. <br> ● When performing Borderless Printing, print quality may be reduced at the top and bottom edges of the paper. Make sure that the paper you are using is suitable for Borderless Printing. <br> For details, refer to the *Printer Driver Guide* on-screen manual. |
| Paper is curled. | **For Plain Paper** <br><br> Turn the paper over and reload it to print on the other side. <br><br> Leaving the paper loaded in the Auto Sheet Feeder for a long time may cause the paper to curl. If this happens, load the paper with the other side facing up. It may resolve the problem. <br><br> We recommend putting unused paper back into the package and keep them on a level surface. <br><br> **For Other Paper** <br><br> If you are using paper with either any of the corners or the whole printing surface curled, the paper may become dirty, not feed properly, or both. Use such paper after correcting paper curl as follows. <br><br> **(1)** With the printing side (A) facing up, cover the paper with a fresh sheet of plain paper to avoid staining or scratching the surface. <br><br> **(2)** Roll up the paper in a direction opposite to paper curl as seen below. <br><br>  <br><br> **(3)** Check to see that the paper curl is corrected to within approximately 0.08 to 0.2 inches / 2 to 5 mm (B) in height. <br><br>  <br><br> We recommend printing curl-corrected paper one sheet at a time. |

| Cause | Action |
|-------|--------|
| Inappropriate Paper Thickness Lever setting. | Adjust the position of the Paper Thickness Lever according to the type of paper you are printing on. See "Paper Handling" on page 5. |
| | Depending on the printing content, the printing surface may become scratched even for the types of paper to set the lever to the left. In this case, set the Paper Thickness Lever to the right. |
| | * Reset the Paper Thickness Lever to the left when you finish printing. If the lever is not set back to the left, the inside of the printer is more likely to get dirty due to the wider clearance between the print head and the loaded paper. It may also reduce print quality. |
| | **📖 Note**<br>If the corners or edges of the paper are smudged, try to print with the Paper Thickness Lever set to the right. |
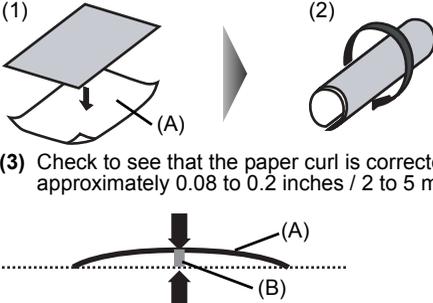
# Printing Does Not Start

| Cause | Action |
|-------|--------|
| Unnecessary print jobs are left in queue. / Computer problems. | Restarting your computer may solve the problem.<br>If there are any unnecessary print jobs, follow the procedure below to delete them. |
| | **W**indows |
| | **(1)** Open the printer properties dialog box.<br>Refer to "Opening the Printer Properties Dialog Box Directly from the Start Menu" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual. |
| | **(2)** Click the **Maintenance** tab and then **View Printer Status**.<br>The **Canon IJ Status Monitor** is displayed. |
| | **(3)** Click **Display Print Queue**. |
| | **(4)** Select **Cancel All Documents** on the **Printer** menu.<br>You may not be able to select this depending on the privileges of the account. |
| | **(5)** When the confirmation message is displayed, click **Yes**.<br>The print jobs are deleted. |
| | **M**acintosh |
| | **(1)** Click the printer icon in the Dock to display the list of print jobs in progress.<br>In Mac OS X v.10.2.8, click the printer icon in the Dock to start up the **Print Center** and double-click the name of your printer in the **Printer List**. |
| | **(2)** Select the print job to delete and click 🚫.<br>The print jobs are deleted. |

# Paper Does Not Feed Properly

| Cause | Action |
|-------|--------|
| Printing on inappropriate type of paper. | Check to see if the paper you are printing on is not too thick or curled. See "Media Types You Cannot Use" on page 6. |
| Paper Feed Roller is dirty. | You may need to clean the Paper Feed Rollers of the Auto Sheet Feeder. Cleaning the Paper Feed Roller of the Auto Sheet Feeder consumes it, so perform this procedure only when necessary. For details on cleaning the Paper Feed Roller, see "Cleaning the Paper Feed Rollers (Roller Cleaning)" on page 37. |
| Paper not loaded properly. | Make sure of the following when you load paper in the printer. <br>● When loading two or more sheets of paper, align the edges of the sheets before loading. <br>● Always load the paper in portrait orientation, regardless of the printing orientation. <br>● Load the paper with the print side facing UP. Align the right edge of the paper stack against the Auto Sheet Feeder and slide the Paper Guide so that it just touches the left edge of the stack. <br>For details on loading paper, see "Loading Paper" on page 7. |
| Too much plain paper loaded. | You can load approximately up to 100 sheets of 17 lb / 64 gsm plain paper. However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to around half. For details on loading paper, see "Loading Paper" on page 7. |

# Paper Jams

| Cause | Action |
|---|---|
| Paper jammed in the Paper Output Slot and the Auto Sheet Feeder. | Remove the paper following the procedure below.<br><br>**(1)** Slowly pull the paper out, either from the Auto Sheet Feeder or from the Paper Output Slot, whichever is easier.<br><br><br><br>● If the paper tears and a piece remains inside the printer, turn the printer off, open the Front Cover, and remove it.<br>Be careful not to touch the components inside the printer.<br>After removing all paper, close the Front Cover and turn it back on.<br>● If you cannot pull the paper out, turn the printer off and turn it back on. The paper will be ejected automatically.<br><br>**(2)** Reload the paper in the printer, and press the **RESUME/CANCEL** button on the printer.<br>If you turned off the printer in step 1, all print jobs in queue are canceled. Reprint if necessary.<br><br>**📖 Note**<br>● For details on how to load paper, see "Loading Printing Paper" on page 4.<br>● When reloading the paper in the printer, see "Paper Does Not Feed Properly" on page 48 to confirm that you are using the correct paper and are loading it into the printer correctly.<br><br>If you cannot remove the paper or the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact your Canon Service representative. |
| Landscape credit card-sized paper jammed inside the printer. | Do not load credit card-sized paper in the landscape orientation.<br>If the **ALARM** lamp flashes three times or the "Paper is jammed." message is displayed when using Windows, remove the paper according to the following procedure.<br><br>**(1)** Press the **POWER** button to turn the printer off.<br><br>**(2)** Open the Front Cover, then remove the jammed paper.<br>Be careful not to touch the components inside the printer.<br><br><br><br>**(3)** After removing all paper, close the Front Cover, then turn the printer back on.<br><br>If you cannot remove the jammed paper or the paper jam error continues after removing the paper, contact your Canon Service representative. |
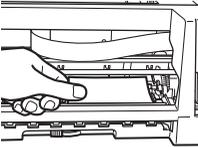
# ALARM Lamp Flashes Orange

## ■ ALARM Lamp Flashes Orange

When a printer error occurs, the **ALARM** lamp flashes orange as shown below. The number of flashes indicates the type of error that has occurred. Count the flashes and take the appropriate action to correct the error.

Repeats

Note the number of flashes

| Cause | Action |
|---|---|
| Two flashes: Printer is out of paper. / Paper does not feed. | Reload paper in the Auto Sheet Feeder and press the **RESUME/CANCEL** button. |
| Three flashes: Paper jam. | The paper may be jammed. Remove the jammed paper, reload paper properly in the printer, and then press the **RESUME/CANCEL** button. See "Paper Jams" on page 49. |
| Four Flashes: Ink has run out. | Ink has run out.<br>Replace the ink cartridge and close the cover.<br>If printing is in progress and you want to continue printing, press the RESUME button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition.<br>The function for detecting the remaining ink level will be disabled.<br>Replace the empty ink cartridge immediately after the printing. The resulting print quality is not satisfactory, if printing is continued under the ink out condition. |
| Five flashes: The FINE Cartridge cannot be recognized. | Possible causes are as follows:<br>● The FINE Cartridge may not be installed properly.<br>● The FINE Cartridge may not be compatible with this printer.<br>Install the appropriate FINE Cartridge. If lines are misaligned or the resulting output is not satisfactory, carry out the Print Head Alignment. |
| Seven Flashes: FINE Cartridge is not installed in the correct position. | Confirm that the FINE Cartridges are installed in the appropriate positions.<br>See "Replacing a FINE Cartridge" on page 26. |
| Eight flashes: Ink absorber is almost full. | The printer has a built-in ink absorber to hold the ink used during Print Head Cleaning, for example.<br>Eight flashes indicates that the ink absorber is nearly full.<br>Press the **RESUME/CANCEL** button to cancel the error so you can continue printing.<br>Before the ink absorber becomes completely full, contact a Canon service representative. (You will need to replace a particular part of the printer.)<br><br>🚫 **Important**<br>Canon recommends that you call for service as soon as this error occurs. Once the ink absorber becomes completely full, printing cannot be performed until the ink absorber is replaced. |
| Fourteen Flashes: The FINE Cartridge cannot be recognized. | The FINE Cartridge may not be compatible with this printer.<br>Install the appropriate FINE Cartridge. If lines are misaligned or the resulting output is not satisfactory, carry out the Print Head Alignment. |
| Fifteen Flashes: The FINE Cartridge cannot be recognized. | Possible causes are as follows:<br>● The FINE Cartridge may not be installed properly.<br>● The FINE Cartridge may not be compatible with this printer.<br>Install the appropriate FINE Cartridge. If lines are misaligned or the resulting output is not satisfactory, carry out the Print Head Alignment. |

| Cause | Action |
|---|---|
| Sixteen Flashes: Ink level cannot be detected. | Ink may have run out. |
| | The function for detecting the remaining ink level will be disabled since the ink level cannot be correctly detected. |
| | If you want to continue printing without this function, press the RESUME button for at least 5 seconds. |
| | Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities. |
| | Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition. |

### ■ POWER Lamp Flashes Green and ALARM Lamp Flashes Orange Alternately

Disconnect the printer cable from the printer, turn the printer off, and then unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it for a while.

If the problem is not resolved, contact your Canon Service representative.

# Error Message Appears on the Screen

**Windows**

### ■ Writing Error/Output Error/Communication Error

| Cause | Action |
|---|---|
| The printer is not ready. | Confirm that the **POWER** lamp is lit. |
| | If the **POWER** lamp is off, turn the printer on. |
| | While the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit green. |
| | If the **ALARM** lamp is flashing orange, an error may have occurred on the printer. For details on how to resolve the error, see "ALARM Lamp Flashes Orange" on page 50. |
| Printer port setting does not match the computer's interface connecting the printer. | Check the printer port settings. |
| | **(1)** Click **Start** > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**. |
| | In non-XP Windows, click **Start** > **Settings** > **Printers**. |
| | **(2)** Click the **Canon iP1800 series** icon. |
| | **(3)** Open the **File** menu and select **Properties**. |
| | **(4)** Click the **Ports** tab to confirm the port settings. |
| | Make sure that a port named **USBnnn (Canon iP1800 series)** (where "n" is a number) is selected for **Print to the following port(s)**. |
| | If the port setting is not correct, change the port setting according to the interface you are using, or reinstall the printer driver. |
| The printer is not connected properly. | Make sure that the printer cable is securely plugged in to the printer and the computer. |
| | ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. |
| | ● There could also be a problem with the USB cable. Replace the USB cable and try printing again. |
| Printer driver is not installed properly. | The printer driver may not be installed properly. Uninstall them following the procedure described in the *Printer Driver Guide* on-screen manual and reinstall them following the procedure described in the *Easy Setup Instructions*. |

**M**acintosh

## ■ Error No.: 300 Is Displayed

| Cause | Action |
|-------|--------|
| The printer is not ready. | Make sure that the printer is turned on, and that it is connected securely to the computer. |
| | If the **POWER** lamp is off, turn the printer on. |
| | While the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit green. |
| | If the **ALARM** lamp is flashing orange, an error may have occurred on the printer. For details on how to resolve the error, see "ALARM Lamp Flashes Orange" on page 50. |
| Printer is not connected properly. | Make sure that the USB cable is plugged in securely to the computer and the printer. |
| | ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. |
| | ● There could also be a problem with the USB cable. Replace the USB cable and try printing again. |
| Your printer is not selected in **Printer** on the **Print** dialog box. | Select **iP1800 series** in **Printer** on the **Print** dialog box. |
| | If **iP1800 series** does not appear in **Printer**, follow the procedure below to check that the driver for your printer is installed to your computer. |
| | **(1)** Select **Print & Fax Preferences** from **Printer**. |
| | In Mac OS X v.10.2.8 or 10.3.x, select **Edit Printer List** from **Printer**. |
| | **(2)** Check that **iP1800 series** is displayed in the list of printers and that the check box is selected. |
| | In Mac OS X v.10.2.8, check that **iP1800 series** is displayed in the **Printer List**. |
| | **(3)** If **iP1800 series** is not displayed, click **Add(+)** to add the printer. |
| | If you cannot add the printer, follow the procedure described in the *Easy Setup Instructions* to reinstall the printer driver. |

**M**acintosh

## ■ Error No.: 1700/1710 Is Displayed

| Cause | Action |
|-------|--------|
| The ink absorber is almost full. | The printer has a built-in ink absorber to hold the ink used during Print Head Cleaning, for example. |
| | This error message indicates that the ink absorber is nearly full. |
| | Press the **RESUME/CANCEL** button to cancel the error so you can continue printing. |
| | Before the ink absorber becomes completely full, contact a Canon service representative. (You will need to replace a particular part of the printer.) |
| | **Important** |
| | Canon recommends that you call for service as soon as this error occurs. Once the ink absorber becomes completely full, printing cannot be performed until the ink absorber is replaced. |

# Appendix

## Reading the On-screen Manuals

Along with this *Quick Start Guide*, on-screen manuals are also supplied with your printer. For detailed instructions on installing the on-screen manuals, refer to your setup sheet.

You can view the on-screen manuals in the following way:

### Windows

To view the on-screen manual, double-click the **iP1800 series On-screen Manual** shortcut icon on the desktop, or click **Start** > **All Programs** (or **Programs**) > **Canon iP1800 series Manual** > **iP1800 series On-screen Manual**.

#### System Requirements

Browser: Windows HTML Help Viewer

> **Note**
> ● Microsoft$^®$ Internet Explorer 5.0 or later must be installed.
> ● The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.

### Macintosh

To view the on-screen manual, double-click the **iP1800 series On-screen Manual** alias on the desktop.

> **Note**
> If you installed the *User's Guide* from the **Manual** folder in the *Setup CD-ROM*, open the folder in which you copied the *User's Guide* and double-click **top.htm**.

#### System Requirements

Browser: Help Viewer

> **Note**
> ● The on-screen manual may not be displayed properly depending on your operating system. We recommend that you keep your system up to date.
> ● We recommend using Safari as your Web browser to view the HTML format on-screen manuals. If Safari is not installed on your computer, download it from Apple Computer, Inc. website and install it.

# Specifications

| General Specifications | |
|---|---|
| **Printing resolution (dpi)** | 4800 (horizontal)* x 1200 (vertical)<br>* Ink droplets can be placed with a pitch of 1/4800 inch at minimum. |
| **Print width** | 8.0 inches / 203.2 mm max.<br>(for Borderless Printing: 8.5 inches / 216 mm) |
| **Acoustic noise level** | Approx. 43.0 dB (A)*<br>* When printing in the highest print quality mode on Photo Paper Pro. |
| **Operating environment** | Temperature: 5 to 35°C (41 to 95°F)<br>Humidity: 10 to 90% RH (no condensation) |
| **Storage environment** | Temperature: 0 to 40°C (32 to 104°F)<br>Humidity: 5 to 95% RH (no condensation) |
| **Power supply** | AC 100-240 V, 50/60 Hz |
| **Power consumption** | Printing: Approx. 7 W<br>Standby: Approx. 0.7 W<br>OFF: Approx. 0.5 W |
| **External dimensions** | Approx. 17.4 (W) x 9.3 (D) x 6.0 (H) inches /<br>Approx. 442 (W) x 237 (D) x 152 (H) mm<br>* With the Paper Support retracted. |
| **Weight** | Approx. 3.3 kg (Approx. 7.3 lb.)<br>* With the FINE Cartridges installed. |
| **Canon FINE Cartridges** | BK: 320 nozzles, C/M/Y/Dye Bk 384x3 nozzles |

## Minimum System Requirements[1]

**Windows[2]**

| Operating System | Processor | RAM | Hard Disk Space[4] |
|---|---|---|---|
| Windows Vista™ | Pentium II 300 MHz[3] | 128 MB | 400 MB |
| Windows XP SP1, SP2 | | | |
| Windows 2000 Professional SP2, SP3, SP4 | | | |

**Macintosh[5]**

| Operating System | Processor | RAM | Hard Disk Space[4] |
|---|---|---|---|
| Mac OS X v.10.4 | Intel processor PowerPC G3 | 256 MB | 200 MB |
| Mac OS X v.10.2.8 - v.10.3 | | 128 MB | |

[1] Conform to the operating system's requirement when it is higher than this.
For updated compatibility, visit our website.

[2] Operation can only be guaranteed on a PC with built-in USB or USB 2.0 Hi-Speed port and pre-installed Windows Vista, XP, or 2000.

[3] Including compatible processors.

[4] For bundled software installation.

[5] Macintosh File System: Mac OS Extended (Journaled), Mac OS Extended.

● CD-ROM drive

● Display: Windows; SVGA 800 x 600

## Additional System Requirements for On-Screen Manuals

**Windows**

Browser: Windows HTML Help Viewer

Note: Microsoft Internet Explorer 5.0 or later must be installed. The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.

**Macintosh**
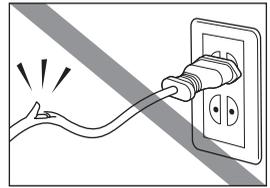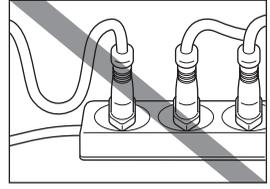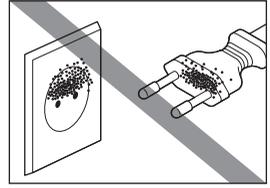
Browser: Help Viewer

Note: The on-screen manual may not be displayed properly depending on your operating system. We recommend that you keep your system up to date.

# ⚠ Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use the printer safely. Do not attempt to use the printer in any way not described in this manual.
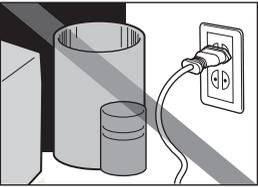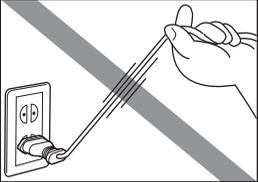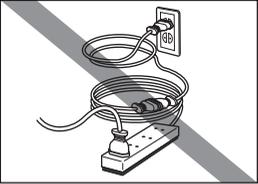
## ⚠ Warning

You may cause an electric shock, fire, or damage the printer if you ignore any of these safety precautions.
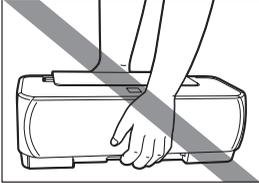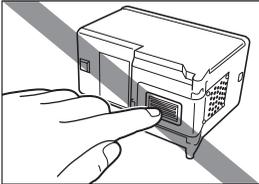
| Choosing a location | Do not place the printer close to flammable solvents such as alcohol or thinners. |
|---|---|
| **Power supply** | Never attempt to plug in or unplug the printer from the power supply when your hands are wet. |
| | Always push the plug all the way into the power outlet. |
| | Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord. |
| | Never plug the printer into a power socket that is shared with other equipment (extension lead/cord, 2- or 3-way adapter, etc.). |
| | Never use the printer if the power cord is bundled or knotted. |
| | If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service. |
| | Periodically, unplug the printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, the dust collected on the plug absorbs moisture and may cause insulation failure and fire. |
| | Use the power cable included with the printer. |
| **Cleaning the printer** | Use a damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners. If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock. |
| | Always unplug the printer from the power outlet before cleaning the printer. If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer. |

| Maintaining the printer | Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer. |
| | The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide. |
| **Working around the printer** | Do not use highly flammable sprays near the printer. |
| | This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer. |

## ⚠ Caution

You may cause injury or damage the printer if you ignore any of these safety precautions.

| **Choosing a location** | Do not install the printer in a location that is unstable or subject to excessive vibration. |
| | Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source. |
| | To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free). |
| | Do not place the printer on a thick rug or carpet. |
| **Power supply** | Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.  |
| | Never remove the plug by pulling on the cord.  |
| | Do not use an extension lead/cord.  |

| **Working around the printer** | Never put your hands or fingers in the printer while it is printing. |
| --- | --- |
| | When moving the printer, carry the printer at both ends. Do not hold the Paper Output Slot. |
| | Do not place any object on the printer. |
| | Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer. |
| | If any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service. |
| | Do not transport or store the printer on a slant, vertically or upside-down, as the ink may leak and damage the printer. |
| **FINE Cartridges (Ink Cartridges)** | For safety reasons, store FINE Cartridges (Ink Cartridges) out of the reach of small children. If a child ingests any ink, consult a doctor immediately. |
| | Do not shake FINE Cartridges (Ink Cartridges). Ink may spill out and stain clothing or the surrounding area. |
| | Never touch the electrical contacts or Print Head Nozzles on a FINE Cartridge (Ink Cartridge) after printing. The metal parts may be very hot and could cause burns. |
| | Do not throw FINE Cartridges (Ink Cartridges) into fire. |

# Users in the U.S.A.

## ■ Regulatory Information

### FCC Notice (U.S.A. Only)

**For 120V, 60Hz model**

Model Number: K10299

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

● Reorient or relocate the receiving antenna.

● Increase the separation between the equipment and receiver.

● Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

● Consult the dealer or an experienced radio/TV technician for help.

Use of a shielded cable is required to comply with Class B limits in Subpart B of Part 15 of the FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042
1-516-328-5600

## ■ Canon U.S.A., INC. LIMITED WARRANTY  --- (USA Only)

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon USA") with respect to the new or refurbished Canon-brand product ("Product") packaged with this limited warranty, when purchased and used in the United States only.

The Product is warranted against defects in materials and workmanship under normal use and service for a period of ninety (90) days from the date of original purchase. Defective parts or a defective Product returned to a Canon USA repair facility or a Canon USA Authorized Service Facility ("ASF"), and proven to be defective upon inspection will be (a) repaired; (b) exchanged for new or comparable rebuilt, recovered, remanufactured, repaired and/or recycled parts or; (c) exchanged for a refurbished Product, as determined by the Canon USA repair facility or the ASF. Warranty repair or replacement shall not extend the original warranty period of the Product.  A dated proof of purchase is required at the time of warranty service.  A copy of your dated bill of sale will satisfy this requirement.  This warranty does not cover any accessories, or any consumables, such as paper or ink cartridges, as to which there shall be no warranty or replacement.

This limited warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. Non-Canon brand equipment and software that may be distributed with the Product are sold "as is" and without warranty of any kind by Canon USA, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the manufacturer or producer thereof.

This limited warranty covers all defects encountered in normal use of the Product and does not apply in the following cases:

(a) Loss of or damage to the Product due to abuse, neglect, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, improper use, failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA's user's manual or other documentation, or services performed by someone other than a Canon USA repair facility or ASF. Without limiting the foregoing, dropping the Product, scratches, and abrasions will be presumed to have resulted from misuse, abuse or failure to operate the Product as set forth in the user's manual or other documentation for the Product.

(b) Use of parts, media, software or supplies (other than those sold by Canon USA), including non-Canon ink cartridges or refilled ink cartridges, that cause damage to the Product or cause abnormally frequent service calls or service problems.

(c) If the Product has had its serial number or dating defaced, altered or removed.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) CANON USA SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON USA OR ITS ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ITS ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT SOLD BY CANON USA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.) THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE

ORIGINAL PURCHASER OF THE PRODUCT OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, AND STATES YOUR EXCLUSIVE REMEDY.

Canon USA offers a range of customer technical support* options:

- Interactive troubleshooting, e-mail technical support, the latest driver downloads and answers to frequently asked questions (**www.canontechsupport.com**)
- Toll-free live technical support Monday-Saturday (excluding holidays) at 1-800-828-4040
- Telephone Device for the Deaf (TDD-1-866-251-3752)
- Repair or Exchange Service Options:
  In the event service is required for the Product during the limited warranty period, Canon USA offers two hardware support options:

**Authorized Service Facility Carry-In / Mail-In Service**

Canon USA's Carry-In/Mail-In Service provides repair or exchange, at Canon USA's option, through Canon USA's Authorized Service Facility (ASF) network. The name and telephone number of the ASF(s) near you may be obtained from Canon USA's Web site at **www.canontechsupport.com** or by calling the Canon USA Customer Care Center at 1-800-828-4040, or any time while speaking to a technical support person. A Product covered by this limited warranty will be repaired or exchanged, as determined by Canon USA, and returned without charge by the ASF.

**InstantExchange Service ***

A Canon Customer Care Center or ASF technician will attempt to diagnose the nature of the problem and, if possible, correct it over the telephone. If the problem cannot be corrected over the telephone, and you elect the InstantExchange option, a reference number will be issued to you. You will be asked for the Product serial number and other information pertaining to your defective Product and for a ship-to location for the replacement Product (must include street address).

The Canon USA repair facility will ship out the replacement Product, via 2nd day Air freight service, prepaid by Canon USA. After receipt of the replacement Product (with instructions and a prepaid waybill), follow the enclosed instructions on how to ship the defective Product to the Canon USA repair facility. The defective Product must be returned in the shipping carton in which the replacement Product was packed and include the reference number, A COPY OF YOUR DATED PROOF OF PURCHASE (BILL OF SALE), and a complete explanation of the problem. DO NOT INCLUDE ANY OTHER ITEMS WITH THE DEFECTIVE PRODUCT IN THE RETURN SHIPPING CARTON, AND BE SURE TO RETAIN YOUR PRINTHEAD AND INK CARTRIDGE(S) AND TANK(S).

InstantExchange Service expedites, usually by the second business day, the exchange of a defective Product with a replacement Product, which will normally be shipped the same day if your request for this service is by 3 p.m. E.T. Monday through Friday, except holidays (three (3) business day InstantExchange Service for Alaska and Hawaii). Canon USA does not guarantee expedited shipping service in the event of the occurrence of factors beyond its reasonable control. The replacement Product you receive may be a refurbished or reconditioned unit and will be covered for the balance of the period remaining on your original limited warranty. NOTE THAT BY USING THIS SERVICE YOU WILL KEEP THE REPLACEMENT PRODUCT THAT IS SENT TO YOU. CANON USA WILL RETAIN THE DEFECTIVE PRODUCT THAT YOU ORIGINALLY PURCHASED, WHICH SHALL BECOME THE PROPERTY OF CANON USA. InstantExchange warranty program service is available only during the express limited-warranty period for your Product and only in the continental United States, Alaska and Hawaii during such period.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

* Support program specifics are subject to change without notice.

** InstantExchange warranty service is subject to the availability of refurbished or new replacement units.

**Canon U.S.A., Inc.**
**One Canon Plaza**
**Lake Success, NY 11042**
**USA**

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# Index

# Ordering Information

For additional supplies, use the following descriptions and order numbers.

| Description | Order # |
|---|---|
| **FINE Cartridges** | |
| PG-30 Black | 1899B002 |
| CL-31 Color | 1900B002 |
| PG-40 Black | 0615B002 |
| CL-41 Color | 0617B002 |
| **Canon Specialty Papers** | |
| All Occasion Photo Cards (4" x 8"/ 50 sheets) | 1029A069 |
| Glossy Photo Paper Credit Card Size | 9157A023 |
| High Resolution Paper (8.5" x 11"/ 100 sheets) | 1033A011 |
| Matte Photo Paper (4" x 6"/ 120 sheets) | 7981A014 |
| Matte Photo Paper (8.5" x 11"/ 50 sheets) | 7981A004 |
| Photo Paper Glossy (4" x 6"/ 50 sheets) | 0775B021 |
| Photo Paper Glossy (4" x 6"/ 100 sheets) | 0775B022 |
| Photo Paper Glossy (8.5" x 11"/ 50 sheets) | 0775B023 |
| Photo Paper Glossy (8.5" x 11"/ 100 sheets) | 0775B024 |
| Photo Paper Plus Double Sided (5" x 7"/ 10 sheets) | 9981A006 |
| Photo Paper Plus Double Sided (8.5" x 11"/ 10 sheets) | 9981A005 |
| Photo Paper Plus Double Sided Album Kit (5" x 7") | 0041B005 |
| Photo Paper Plus Double Sided Album Kit (8.5" x 11") | 0041B006 |
| Photo Paper Plus Glossy (4" x 6"/ 20 sheets) | 7980A007 |
| Photo Paper Plus Glossy (4" x 6"/ 50 sheets) | 7980A012 |
| Photo Paper Plus Glossy (4" x 6"/ 120 sheets) | 7980A022 |
| Photo Paper Plus Glossy (5" x 7"/ 20 sheets) | 7980A019 |
| Photo Paper Plus Glossy (8.5" x 11"/ 20 sheets) | 7980A006 |
| Photo Paper Plus Semi-gloss (4" x 6"/ 50 sheets) | 1686B014 |
| Photo Paper Plus Semi-gloss (8" x 10" / 20 sheets) | 1686B017 |
| Photo Paper Plus Semi-gloss (8.5" x 11"/ 20 sheets) | 1686A020 |
| Photo Paper Pro (4" x 6"/ 20 sheets) | 1029A014 |
| Photo Paper Pro (4" x 6"/ 75 sheets) | 1029A027 |
| Photo Paper Pro (8" x 10"/ 20 sheets) | 1029A059 |
| Photo Paper Pro (8.5" x 11"/ 15 sheets) | 1029A004 |
| Photo Paper Pro (8.5" x 11"/ 30 sheets) | 1029A028 |
| Photo Stickers (16 stickers/sheet, 5 sheets/pack) | 0001C001 |

Call **1-800-OK-CANON** to locate a dealer near you, or visit the Canon eStore at **www.estore.usa.canon.com**.

**Canon**

The FINE Cartridges are compatible with this product.

**30** Black — PG-30
**31** Color — CL-31
**40** Black — PG-40
**41** Color — CL-41

For information on product specifications, please visit our website at
www.usa.canon.com